



C7350/C7550



Handy Reference Guide

59364801

Record your printer's Serial number _____

- For the latest info, go to **<http://my.okidata.com>**
- For more detailed info, see your On-Line User's Guide

OKI®

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Ordering Replacement Supplies

How to Order

- Consult the dealer where you purchased your printer.
- Consult an Oki Data Authorized Sales or Service Dealer. (For the nearest dealer, call 1-800-654-3282.)
- *U.S., Puerto Rico, Guam, U.S. Virgin Islands only:* Order on the Internet **www.okidata.com**.
- *U.S. only:* Order toll-free by phone at 1-800-654-3282, using VISA®, MasterCard® or AMEX®.
- Check office supply catalogs.

Take Advantage of OKI Supply Manager

Don't run out of supplies again!

- Calculates your usage based on information you provide.
- Sends you an email reminder when it's time to reorder.

To register for Supply Manager, go to **www.okidata.com**.

Order Numbers

Important!

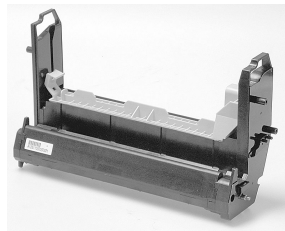
Be sure to purchase only consumables designated Type C4. Consumables designated "C7000 Series" will not work with these models.

Toner Cartridges, Type C4



Color	OKI Part No.
Black	41963004
Cyan	41963003
Magenta	41963002
Yellow	41963001

Image Drums, Type C4



Color	OKI Part No.
Black	41962804
Cyan	41962803
Magenta	41962802
Yellow	41962801

Media Settings

Why Change Media Settings?

Improper media settings:

- cause poor quality printing
- cause flaking
- *can damage the printer*

Default Media Settings

The Default Setting

The default media weight setting for all trays (including optional tray 2) is AUTO.

Changing Defaults

To change the printer's default settings for print media, see pages 5 and 6.

Resetting to the Original Defaults

Note: The ... which appears in these steps indicates that you should keep pressing the button repetitively until you see the display indicated.

To reset the printer menu to it's original default settings:

1. Press  ...

MAINTENANCE MENU

2. Press  ...

EEPROM RESET
EXECUTE

3. Press  .

The printer resets and returns to the on-line state.

Media Settings (cont.)

Media Settings for Individual Print Jobs

If you are printing a job on special media, you can temporarily load the media in a tray and change the media settings for that tray *in the driver* as you print the job.

Ranges for Printer Media Weight Settings

Note: To determine if a paper weight is US Bond or Index, check the metric equivalent. E.g.,
35 lb. *US Bond* = 132 g/m²
35 lb. *Index* = 64 g/m².

For more information, go to www.paper-paper.com/weight.html.

Table 1: MediaWeight Settings, US Bond

Setting	US Bond (Metric)
Auto (<i>default</i>)	17 to 54 lb. (64 to 203 g/m ²)
Light	17 lb. (64 g/m ²)
Medium Light	18 to 19 lb. (68 to 71 g/m ²)
Medium	20 to 24 lb. (75 to 90 g/m ²)
Medium Heavy	25 to 27 lb. (94 to 101 g/m ²)
Heavy	28 to 32 lb. (105 to 120 g/m ²)
Ultra Heavy	33 to 54 lb. (124 to 203 g/m ²)

Table 2: MediaWeight Settings, Index

Setting	Index (Metric)
Auto (<i>default</i>)	35 to 113 lb. (64 to 203 g/m ²)
Light	35 lb. (64 g/m ²)
Medium Light	37 to 40 lb. (68 to 71 g/m ²)
Medium	42 to 50 lb. (75 to 90 g/m ²)
Medium Heavy	52 to 56 lb. (75 to 90 g/m ²)
Heavy	52 to 67 lb. (94 to 120 g/m ²)
Ultra Heavy	69 to 113 lb. (124 to 203 g/m ²)

Changing Default Media Settings:

Trays 1, 2, 3

Note: The “...” in these steps indicates that you should keep pressing the button repetitively until you see the display indicated.

To Set Transparencies as the Default Media

Set the Media Type

1. Press  ...

MEDIA MENU

2. Press  ...

TRAYZ* MEDIATYPE
XXXX**

3. Press  ...

TRAYZ* MEDIATYPE
TRANSPARENCY

4. Press  ,  .

* Z = 1, 2, or 3, depending on which tray you are changing.

** XXXX = current media type setting.

To Set Labels, Heavy Paper, etc., as the Default Media

Set the Media Weight

1. Press  ...

MEDIA MENU

2. Press  ...

TRAYZ* MEDIAWEIGHT
AUTO

3. Press  ...

TRAYZ* MEDIAWEIGHT
YYYY**

4. Press  ,  .

* Z = 1, 2, or 3 (tray you are using).

** YYYY = Medium, Medium Heavy, Heavy, or Ultra Heavy

Changing Default Media Settings: Multi-Purpose (MP) Tray

To Set Transparencies as the Default Media

Note: The “...” in these steps indicates that you should keep pressing the button repetitively until you see the display indicated.

First, Check/Set the Media Size to Letter (Default) or A4

1. Press  ...

MEDIA MENU

2. Press  ...

MP TRAY PAPERSIZE
XXXX*

3. Press  ...

MP TRAY PAPERSIZE
LETTER

or

MP TRAY PAPERSIZE
LETTER

4. Press  .

Then, Set the Media Type

1. Press  ...

MP TRAY MEDIATYPE
XXXX*

2. Press  ...

MP TRAY MEDIATYPE
TRANSPARENCY

3. Press  ,  .

* XXXX = current setting.

Changing Default Media Settings: Multi-Purpose Tray (cont.)

To Set Labels or Heavy Paper as the Default Media

Note: The “...” in these steps indicates that you should keep pressing the button repetitively until you see the display indicated.

First, Check/Set the Media Size (Default = Letter)

1. Press  ...

MEDIA MENU

2. Press  ...

MP TRAY PAPERSIZE
XXXX*

3. Press  ...

MP TRAY PAPERSIZE
YYYY†

4. Press  .

Then, Set the Media Weight

1. Press  ...

MP TRAY MEDIAWEIGHT
XXXX*

2. Press  ...

MP TRAY MEDIAWEIGHT
ZZZZ

3. Press  ,  .

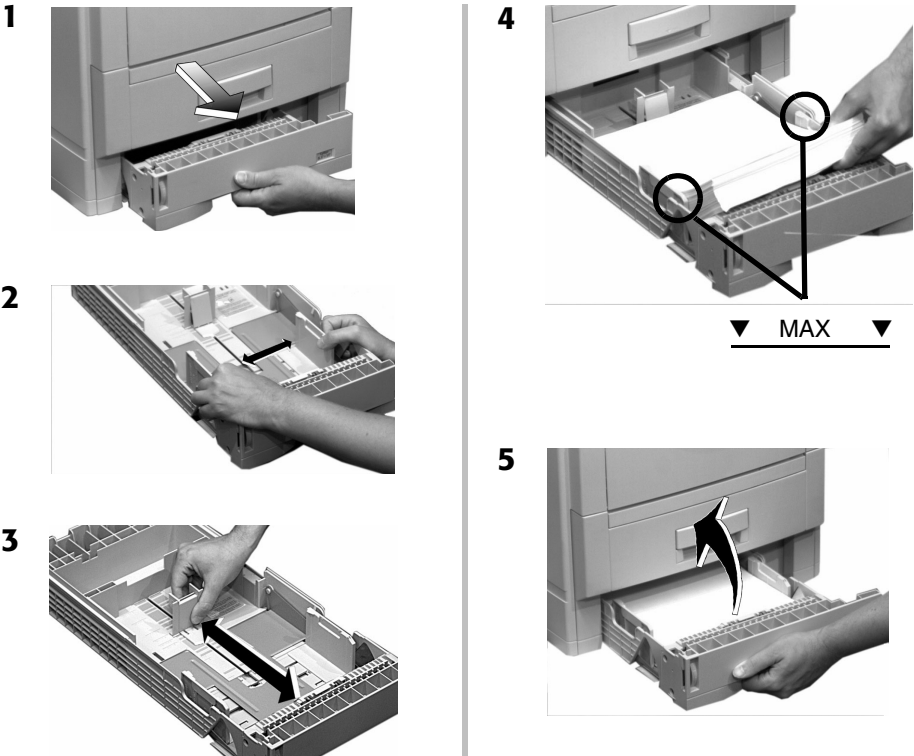
* XXXX = current setting.

† YYYY = Letter, Legal-14,
Legal-13.5, Executive, Custom

** ZZZZ = Medium, Heavy, or Ultra
Heavy

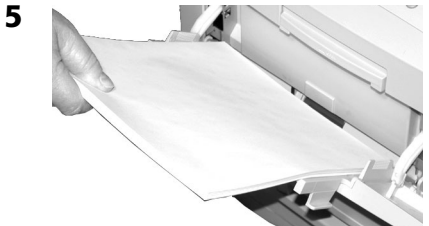
Loading Media: Trays 1, 2 & 3

Media Weight Range:	20 to 54 lb. <i>US Bond</i> (75 g/m ² to 203 g/m ²)
Media Size Range:	Tray 1 <i>Paper: min. 4.13" x 5.83"; max. 8.5" x 14" (Non-standard sizes must be defined in driver before printing.)</i> <i>Transparencies: letter or A4</i> Trays 2 & 3 (Optional) <i>Paper: min. 5.83" x 8.27"; max. 8.5" x 14" (Non-standard sizes must be defined in driver before printing.)</i>
Capacity:	530 sheets of 20-lb. paper

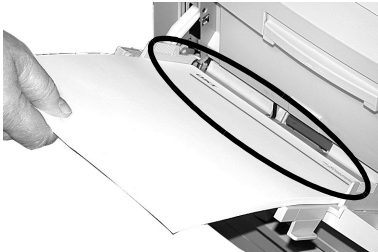


Loading Media: Multi-Purpose (MP) Tray

Media Weight Range	up to 113 lb. <i>Index</i> (203 g/m ²)
Media Size Range:	min. 3.5" x 5"; max. 8.5" x 14" (<i>Non-standard sizes must be defined in driver before printing.</i>) <i>Banners:</i> 8.25 to 8.5" [210 to 216 mm] wide by up to 47.25" [1.2 m] long.
Takes:	100 sheets of 20-lb. US Bond paper 50 transparencies 10 envelopes Labels: max. feed stack = about 3/8-inch (1 cm) high



6 *For letterhead stationery:*



Selecting/Using Paper

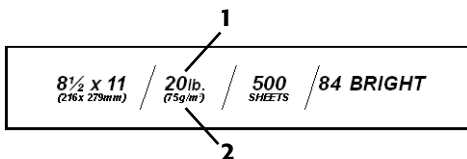
Important Information!

For optimum results make sure that the paper you use conforms to the specifications outlined in the following pages.

We do not recommend the following paper types for use in your printer:

- Paper with cutouts, perforations, or excessive paper dust.
- Heavily coated, glossy, or smooth paper
- Recycled paper
- Embossed, rough, or heavily textured paper
- Paper, inks and dyes that cannot withstand pressure and heat.

Sample Ream Label:



1 Media Weight, US Bond (see page 4) [sometimes given as substance]

2 Media Weight, Metric: Look for this to confirm US Bond vs. Index.

Selecting/Using Paper (continued)

Specifications

Caution!

The ink on pre-printed letterhead stationery must be able to withstand 446°F (230°C) for 0.2 second, including mechanical pressures to 25 psi (1.8 kg/cm²).

Note: If you experience curling when printing a file in duplex mode, switch to 28-lb. US Bond paper.

Sizes	Feed Tray	Exit Tray	Media Type Setting	Media Weight Setting	Recommended Papers
• Letter • Executive • Legal-14, -13.5, -13 • A4, A5, A6 • B5 • <i>Custom (MP Tray Only)^a</i>	Tray 1	Top Rear	• Plain (<i>default</i>) • Letterhead	Auto	• OKI 52206101 Bright White Proofing Paper, 32-lb. US Bond • Hammermill Laser Printer Radiant White, 24 lb., US Bond • Xerox 4024, 20 lb. <i>For best results: temperature = 65 to 77°F; humidity = 40 to 65%RH</i>
	MP Tray	Rear Only	• Plain (<i>default</i>) • Letterhead	Auto	
• Letter • Executive • Legal-14, -13.5, -13 • A4, A5, B5	Optional Trays 2, 3	Top Rear	• Plain (<i>default</i>) • Letterhead	Auto	

- a. Min. = 3.9" x 3.9"; max. = 8.5" x 14". Custom sizes must first be defined in the printer driver: see your on-line User's Guide for more information.

Selecting/Using Transparencies

Specifications

Caution!

Transparencies must be able to withstand 446°F (230°C) for 0.2 second, including mechanical pressures to 25 psi (1.8 kg/cm²).

Important!

Use only recommended transparencies.

Usable Sizes	Feed Tray	Exit Tray	Media Type Setting	Media Weight Setting	Recommended Transparencies
• Letter • A4	• Tray 1 • MP Tray	Rear Only	Transparency	Any (Ignored)	• OKI 52205701 • 3M CG3720 • Folex BG67 (A4)

Printing Transparencies

For Individual Print Jobs on Transparencies

Make the following settings in the printer *driver* as you print the job:

- Source = Tray1 or MP Tray
- Media Size = Letter or A4
- Media Type = Transparency
- Windows® Adobe® PostScript® driver only: deselect Media Check:

Windows 2000/XP

Printing Preferences → Advanced
→ Document Options → Printer
Features → Media Check = Off.

Windows Me/98/95

Properties → Setup tab → Paper
Feed Options → deselect Media
Check.

Windows NT 4.0

Document Defaults → Input Slot
Option → Media Check = Off.

Making Transparencies the Default Print Media

Tray 1

If Tray 1 will normally be loaded with transparencies, set the printer menu as follows (see page 5):

- Tray1 MediaType = Transparency

MP Tray

If the MP Tray will normally be loaded with transparencies, set the printer menu as follows (see page 6):

- MP Tray PaperSize = Letter (the default) or A4
- MP Tray MediaType = Transparency

Selecting/Using Labels

Label Parameters

Important!

Place labels in the MP Tray face up.

Caution!

Labels must be able to withstand 446°F (230°C) for 0.2 second, including mechanical pressures to 25 psi (1.8 kg/cm²).

Usable Sizes	Feed Tray	Exit Tray	Media Type Setting	Media Weight Setting	Recommended Labels
• Letter • A4	MP Tray Only	Rear Only	Labels	• Medium • Heavy • Ultra Heavy	Avery 5161 White Laser Label, Letter size

Printing Labels

For Individual Print Jobs on Labels

Make the following settings in the printer driver as you print the job:

- Source = MP Tray
- Media Size = Letter or A4
- Media Type = Labels
- Windows® Adobe® PostScript® driver only: deselect Media Check (see page 12).

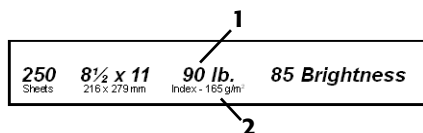
Making Labels the Default Print Media for the MP Tray

If the MP Tray will normally be loaded with labels, set the printer *menu* as follows (see page 6):

- MP Tray PaperSize - Letter or A4
- MP Tray MediaType = Labels

Selecting/Using Thick Media

Sample Ream Label:



1 Media Weight, Index (see page 4).

2 Media Weight, Metric: This confirms Index vs. US Bond (see page 4)

Caution!

To prevent damage to the printer, it is very important to check the printer's media settings before printing on thick paper. It must be set to Medium, Heavy, or Ultra Heavy—depending on the thickness of the paper being used—or to Auto (see page 4 and “Printing Thick Paper” below).

Parameters

Usable Sizes

- Letter, Executive, Legal-14, Legal-13.5, Legal-13
- A4, A5, A6, B5
- Custom (minimum = 3" x 5"; must be defined in the printer driver).

Feed Tray

- Tray 1, optional Trays 2 and 3 (up to 98 lb. Index)
- MP Tray (up to 113 lb. Index)

Exit Tray

- Rear Only

Media Type Setting

- Card Stock

Media Weight Setting

- Trays 1, 2, 3 = Auto
- MP Tray = Medium Heavy, Heavy, or Ultra Heavy (see page 4)

Recommended Media*

- OKI Premium Card Stock
 - 52205601, 60 lb. Cover
 - 52205602, 90 lb. Index
 - 52205603, 110 lb. Index
- Wasau Exact Index
 - 49108, 90 lb.
 - 49508, 110-lb.

* For best print results:
temperature = 65 to 77°F (18 to 25°C); humidity = 40 to 65%RH

Printing Thick Paper

Printing Individual Jobs

Make the following settings in the printer *driver* as you print the job:

- Source = Trays 1, 2 or 3 (to 98 lb. Index) or MP Tray (to 113 lb. Index)
- Size = see sizes at left
- Type = Medium Heavy, Heavy or Ultra Heavy (see page 4).

Making Thick Paper the Default Print Media

Set the printer *menu* (see pages 5 and 6) to:

- PaperSize = see sizes at left.
- MediaType = Medium Heavy, Heavy or Ultra Heavy (see page 4)

Selecting/Using Envelopes

Specifications

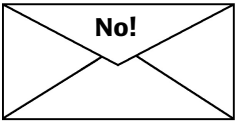
Caution!

Envelopes must be able to withstand 446°F (230°C) for 0.2 second, including mechanical pressures to 25 psi (1.8 kg/cm²)

Important!

For the best print results, use only the recommended envelopes.

Never use envelopes with metal clasps, snaps, windows, or V-flap seals:



Size	Feed Tray	Exit Tray	Media Type	Media Weight	Recommended
COM-10	MP Tray Only	Rear Only	Any Setting	Any Setting	OKI 52206301 OKI 52206302

Printing Envelopes

To Print an Individual Job on Envelopes

Make the following settings in the printer *driver* as you print the job:

- Source = MP Tray
- Size = COM-10

Making Envelopes the Default Print Media for the MP Tray

Set the printer *menu* to (see pages 5 and 6):

- PaperSize = COM-10

Selecting/Using OKI Print Media

OKI® Synflex™*



Order # 52205901

- ▶ Waterproof
- ▶ Tearproof
- ▶ White, 8½" x 11" (216 x 279 mm)
- ▶ 100 sheets/box

Use Printer Settings

- **Feed Tray** = MP Tray Only
- **Exit Tray** = Rear Only
- **Media Type** = Plain
- **Media Weight** = Ultra Heavy

OKI Bright White Proofing Paper*

Order # 52206101

- ▶ White, 32-lb., 8½" x 11"
- ▶ 500 sheets/box

Use Printer Settings

- **Feed Tray** = Any
- **Exit Tray** = Top or Rear
- **Media Type** = Plain
- **Media Weight** = Auto

OKI Premium Envelopes

Order #s

52206301 (Box 100)

52206302 (Box 500)

- ▶ COM-10 (#10), white wove
- ▶ Security tinted, Redi-Strip seal

* For best results: temperature = 65 to 77°F; humidity = 40 to 65%RH

OKI Premium Color Transparencies

Order # 52205701



- ▶ Size 8½" x 11" (216 x 279 mm)
- ▶ 50 sheets/box

Use Printer

Settings

- **Feed Tray**: Tray 1 or MP Tray
- **Exit Tray**: Rear Only
- **Media Type**: Transparency
- **Media Weight**: Any (ignored)

OKI Premium Card Stock*

Weight	OKI Order #
60 lb. (Cover)	52205601
90 lb. (Index)	52205602
110 lb. (Index)	52205603

- ▶ Acid-free archival quality
- ▶ White, 8½" x 11" (216 x 279 mm)
- ▶ 250 sheets/box

Use Printer Settings

- **Feed Tray**: MP Tray Only
- **Exit Tray**: Rear Only
- **Media Type**: Plain
- **Media Weight**:
 - 60 lb. = Heavy
 - 90, 110 lb. = Ultra Heavy

To purchase OKI media, contact your local OKI dealer or visit us at

www.okidata.com.

Ideas for Using Printer Features

Note: For detailed information on these features, see your on-line User's Guide

Secure Print Feature

- **Ideal for printing confidential documents on a network system.**

Idea!

When printing special media, use this feature to prevent documents being sent by other clients on the network from printing on your media:

- Create your document and store it in the printer's memory.
- Load the special media.
- Start printing the document by accessing it through the front panel (see page 18).

Proof & Print Feature

- **Use Proof & Print to proof your document before printing multiple copies.**

my.okidata.com
Your Personal Solutions Center

For the latest information and ideas for your printer, check **my.okidata.com**.

Overlays (Forms)

Note: Overlay elements must be created in your software application, then stored on the printer's hard drive using OKI Storage Device Manager before they can be used.

- **Great for adding logos, addresses, letterheads, etc., to your document, in any combination.**

Ideas!

User overlays:

- in place of pre-printed stationery.
- to create forms from pre-stored modular pieces.

Share Your Ideas!

Have you been using your OKI color printer's features in a creative way?

Please share your ideas with us!

- Email us at pubs@okidata.com
- Go to my.okidata.com and click Contact Us.
- Write us at:

Training & Publications Dept.
Oki Data Americas, Inc.
2000 Bishops Gate Blvd.
Mt. Laurel, NJ 08054-4620
USA

Secure Print

To print out a secure (confidential) document, you must know:

- the document name
- your personal password (PIN)

To Print a Confidential Document Using the Control Panel

Note: The “...” in these steps indicates that you should keep pressing the button repetitively until you see the display indicated.

1. Press  ...

PRINT JOBS MENU

2. Press  .

PRINT JOBS MENU
PIN:

3. Enter your PIN using the control panel:

0 1 2 3
4 5 6 7

SELECT JOB
ALL JOBS

4. Press  ...

PRINT JOBS MENU
[JOB NAME]

5. Press  .

6. The document prints and is deleted from the printer’s hard drive.
7. The printer goes back on line.

To Delete the Document before Printing It

Follow steps 1 through 4 above, then:

1. Press  .

2. Press  .

3. The document is deleted from the printer’s hard drive and the printer goes back on line.

Proof & Print

To print a proofed document, you must know:

- the document name
- your personal password (PIN)

To Print a Proofed Document Using the Control Panel

Note: The “...” in these steps indicates that you should keep pressing the button repetitively until you see the display indicated.

1. Press  ...

PRINT JOBS MENU

2. Press  .

PRINT JOBS MENU
PIN:

3. Enter your PIN using the control panel:



SELECT JOB
ALL JOBS

4. Press  ...

PRINT JOBS MENU
XXXX*

5. Press  .

6. The document prints and is deleted from the printer's hard drive.
7. The printer goes back on line.

* XXXX = the name of the job you wish to print.

To Delete the Document *before* Printing It

Follow steps 1 through 4 above, then:

1. Press  .

2. Press  .

3. The document is deleted from the printer's hard drive and the printer goes back on line.

Printing Built-In Reports

Printing the Menu Defaults (MenuMap)

To print a list of the current menu settings:

1. Press  ...
- INFORMATION MENU
2. Press  ...
- PRINT MENU MAP
3. Press  .

Print the File List

To print a list of the files stored on the printer's hard drive:

1. Press  ...
- INFORMATION MENU
2. Press  ...
- PRINT FILE LIST
3. Press  .

Printing Built-In Reports (cont.)

Printing the Demo Page

1. Press  ...

INFORMATION MENU

2. Press  ...

PRINT DEMO1

3. Press  .

Printing Lists of Fonts

*(PCL, PostScript, IBM
Proprinter, or Epson FX
Emulation)*

1. Press  ...

INFORMATION MENU

2. Press  ...

PRINT XXXX* FONTS

3. Press  .

* XXXX = PCL, PS, IBM PPR, or
Epson FX.

Setting Power Save Parameters

Power Save

Power Save sets how long the printer waits before going into standby mode. This saves energy, but the printer requires time to warm up when it receives a print job or if you want to enter the menu and change settings.

Setting the Power Save Interval

1. Press  ...
SYSTEM CONFIG MENU
2. Press  ...
POWER SAVE DELAY TIME
60 MIN
3. Press  ...
POWER SAVE DELAY TIME
XX* MIN
4. Press  ,  .

* XX = 5, 15, 30, 60 (default), 240 minutes.

To Disable/Enable Power Save

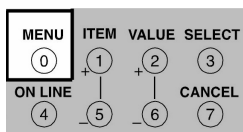
1. Press  ...
MAINTENANCE MENU
2. Press  ...
POWER SAVE
ENABLE†
3.   ...
POWER SAVE
DISABLE†
4.   ,  .

† Pressing the ITEM button toggles back and forth between Enable and Disable.

Control Panel Buttons



MENU Button



Printer On Line or Off Line

Press to enter the Menu mode.

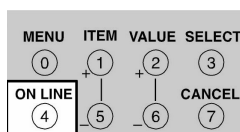
Menu Mode

- Press to advance to the next Category in the Menu
- Press and hold for 2 seconds or longer to go back to the previous Category.

Password (PIN) Mode

Press to enter a zero in the password.

ON LINE Button



Printer On Line/Off Line

Press to place the printer off line/on line.

Menu Mode

Press to exit the Menu mode and go back on line.

Password (PIN) Mode

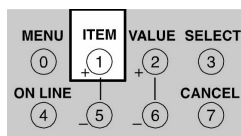
Press to enter the number 4 in the password.

Error Mode (Attention light blinking)

- If the paper size requested by the print job is different from the paper specified as in the tray, press ON LINE to force the job to print.
- If you have selected manual print in the driver, load paper in the MP tray, then press ON LINE to print the job.

Control Panel Buttons (cont.)

ITEM + Button



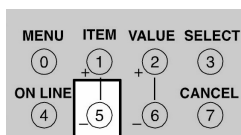
Menu Mode

- Press to advance to the next Item in the Menu.
- Press and hold to advance through the menu Items quickly.

Password (PIN) Mode

Press to enter the number 1 in the password

ITEM - Button



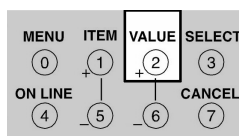
Menu Mode

- Press to go back to the previous Item in the Menu.
- Press and hold to advance backward through the menu Items quickly.

Password (PIN) Mode

Press to enter the number 5 in the password.

VALUE + Button



Menu Mode

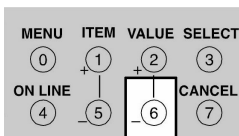
Press to advance to the next Value for an Item in the Menu.

Press and hold to advance through the Values quickly.

Password (PIN) Mode

Press to enter the number 2 in the password.

VALUE - Button



Menu Mode

Press to go to the previous Value for an Item in the Menu.

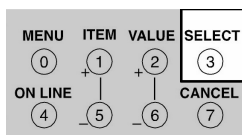
Press and hold to advance backward through the Values quickly.

Password (PIN) Mode

Press to enter the number 6 in the password.

Control Panel Buttons (cont.)

SELECT Button



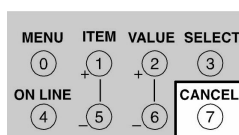
Menu Mode

- Press to engage a new value for an Item (An asterisk appears next to the new setting).
- Press to initiate the action indicated on the display (e.g., print MenuMap).

Password (PIN) Mode

Press to enter the number 3 in the password.

CANCEL Button



Printer On Line

Press to delete a job being processed:

- If the job is being printed, it will be cancelled and deleted.
- If the job is still being received, it continues until all the data is received, then is deleted.

Menu Mode

Press to exit the Menu mode and place the printer back on line.

Password (PIN) Mode

Press to enter the number 7 in the password.

Error Mode

(Attention light blinking)

Press to delete a job being processed. Once the job has been deleted, the printer will return to the original error status.

Control Panel Lights



Ready LED (Green)

On

The printer is on line.

Off

The printer is off line.

Flashing

The printer is receiving data.

Attention LED (Red)

On: *Warning!*

The printer needs attention, but can continue to operate.

The display message indicates the nature of the problem: e.g., TONER LOW, PAPER NEAR END, etc.

Off

Normal.

Blinking: *Alarm!*

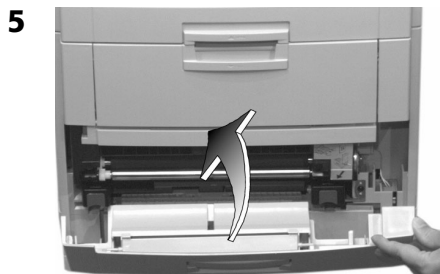
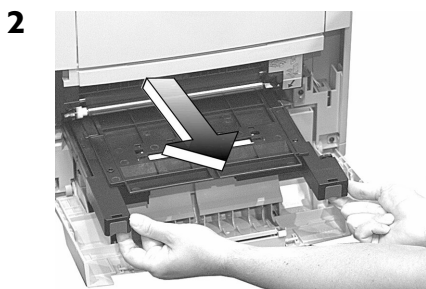
The printer needs attention immediately.

The display message indicates the nature of the problem: e.g., PAPER JAM, TRAY1 EMPTY, etc.

Clearing Media Jams

Jam #370

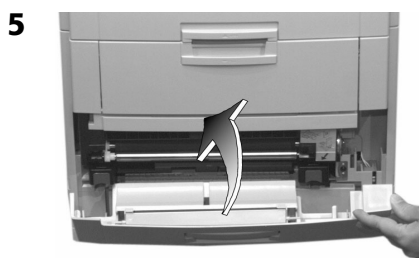
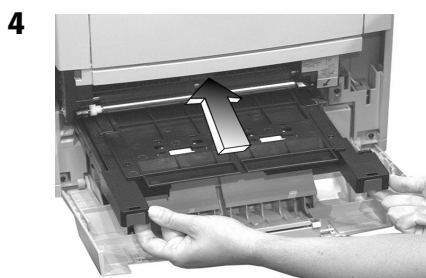
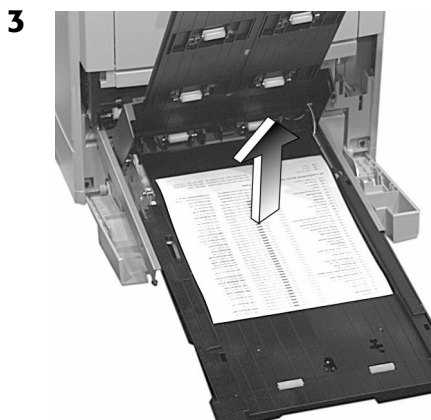
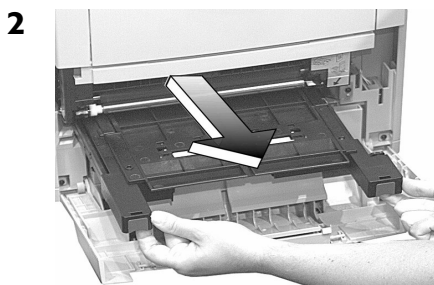
CHECK DUPLEX
370: PAPER JAM



Clearing Media Jams (cont.)

Jam #371

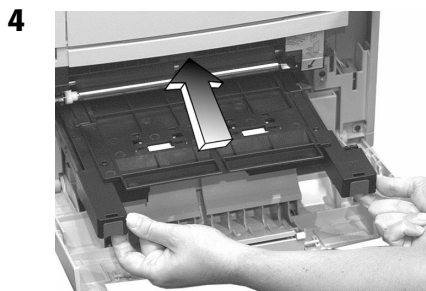
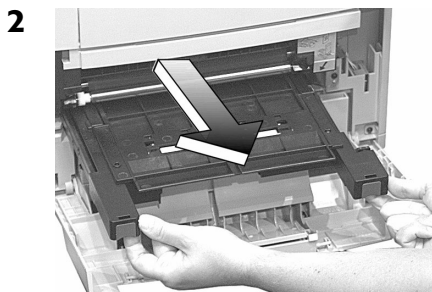
CHECK DUPLEX
371: PAPER JAM



Clearing Media Jams (cont.)

Jam #372

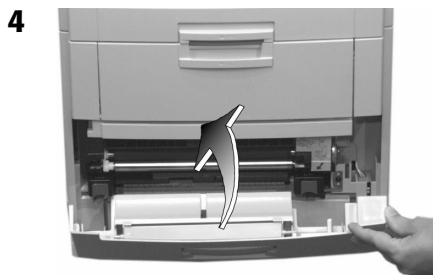
CHECK DUPLEX
372: PAPER JAM



Clearing Media Jams (cont.)

Jam #380

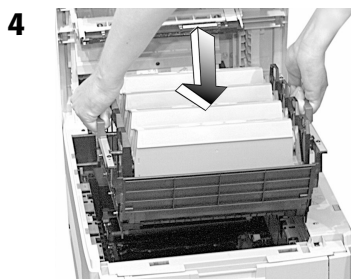
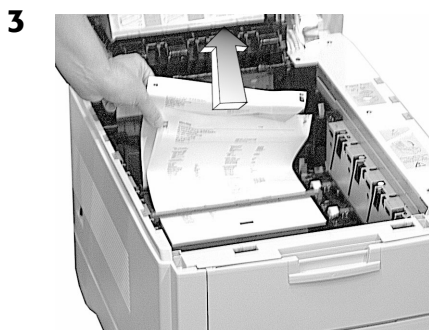
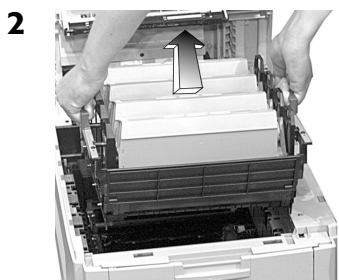
OPEN FRONT COVER
380: PAPER JAM



Clearing Media Jams (cont.)

Jam #381

OPEN UPPER COVER
381: PAPER JAM



Caution!

To avoid damage to the drums:

- *Be sure to set the toner/drum cradle on a flat surface*
- *Do not touch the shiny green area on the bottom of the drums.*

Clearing Media Jams (cont.)

Jam #382

OPEN UPPER COVER
382: PAPER JAM

If the sheet is visible:

1



2



If the sheet is inside:

1



Warning!

The fuser may be very hot from printing.



Note: If the sheet is stuck in the fuser, skip to the next page.



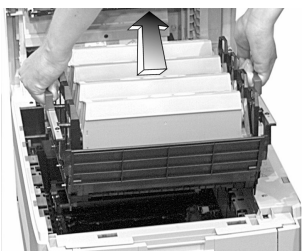
Clearing Media Jams (cont.)

Jam #382 (cont.)

If the sheet is inside and caught in the fuser:

Warning!

The fuser may be very hot from printing.

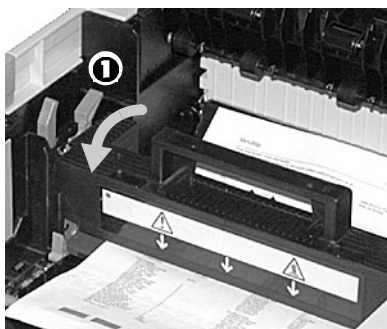


Caution!

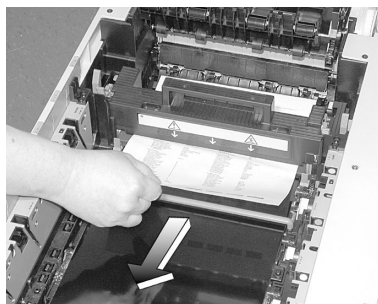
To avoid damage to the drums:

- Be sure to set the toner/drum cradle on a flat surface
- Do not touch the shiny green area on the bottom of the drums.

- 2** Pull the fuser roller lock levers (1) at either end of the fuser forward:

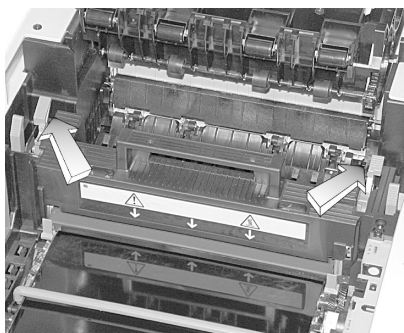


3



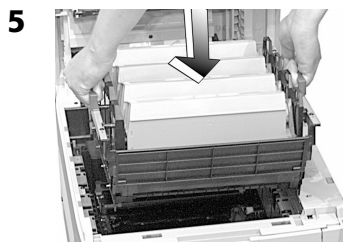
Note: If you need to remove the fuser:

1. Push back on the blue lock levers at either end and lift it out.
 2. Remove the sheet.
 3. Put the fuser back.
- 4** Push the fuser roller lock levers at either end of the fuser back:



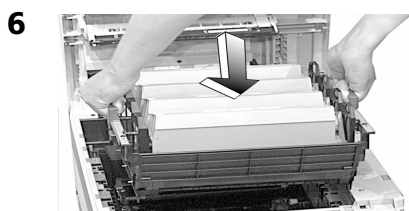
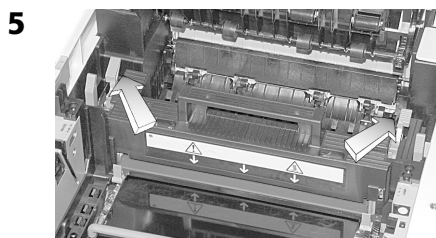
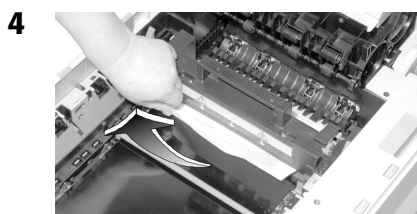
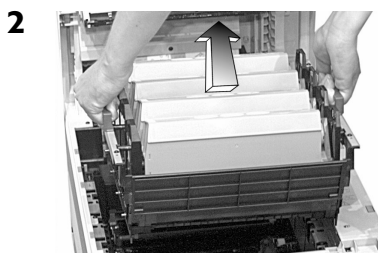
Clearing Media Jams (cont.)

Jam #382 (cont.)



Jam #383

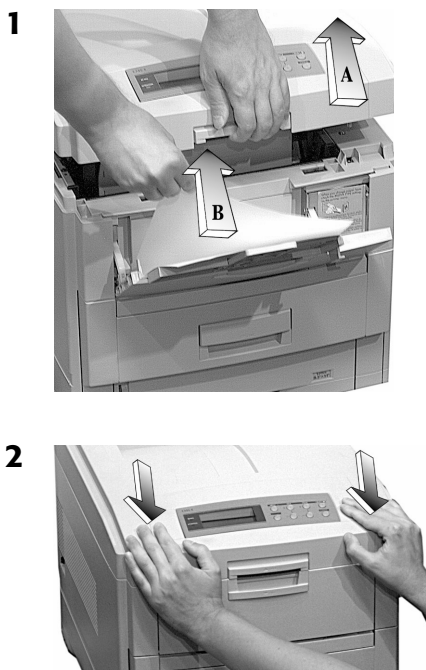
OPEN UPPER COVER
383: PAPER JAM



Clearing Paper Jams (cont.)

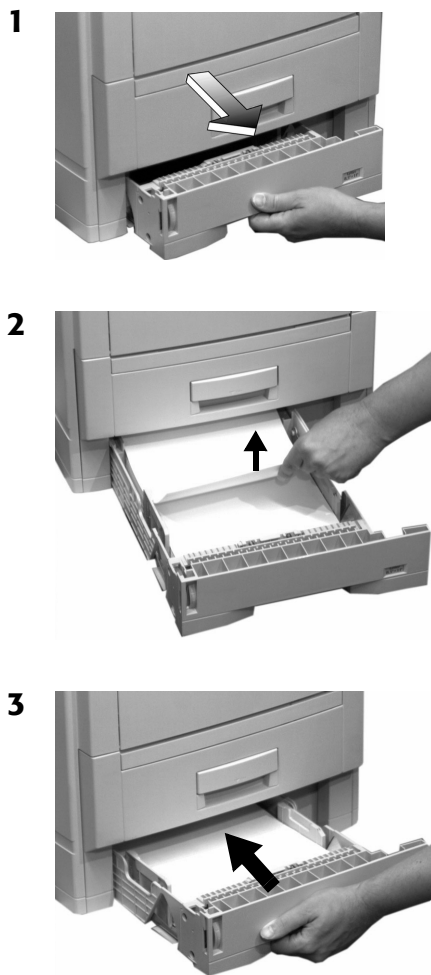
Jam #390

CHECK MP TRAY
390: PAPER JAM



Jam #391

CHECK TRAY 1
391: PAPER JAM



Clearing Paper Jams (cont.)

Jams #392 and #393

CHECK TRAY 2
392: PAPER JAM

CHECK TRAY 3
393: PAPER JAM



Changing Toner Cartridges

Toner Cartridge Order #s:

- Black = 41963004
- Cyan = 41963003
- Magenta = 41963002
- Yellow = 41963001

Caution!

Use only Type C4 Toner.

INSTALL NEW TONER

nnn: XXXX* TONER EMPTY

* nnn: XXXX =

410: YELLOW 411: MAGENTA
412: CYAN 413: BLACK

1



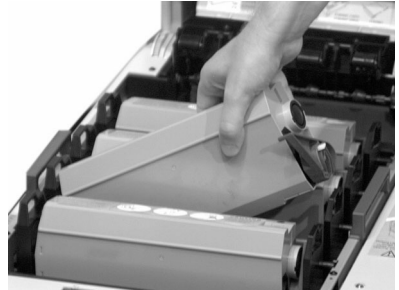
2



3



4



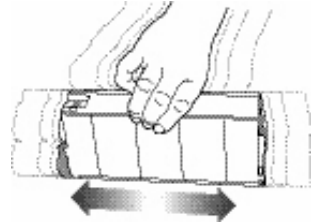
Important!

Discard toner cartridges in accordance with local regulation!

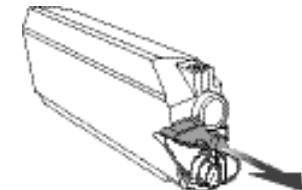
5



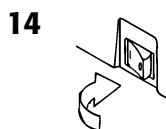
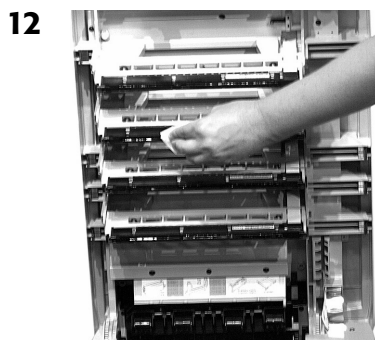
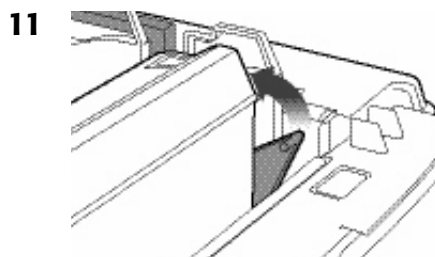
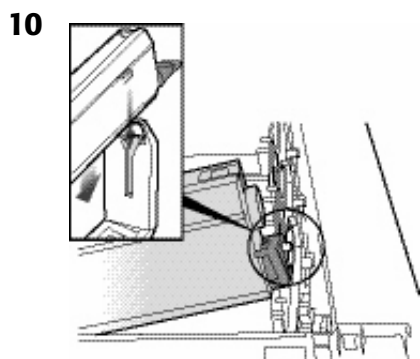
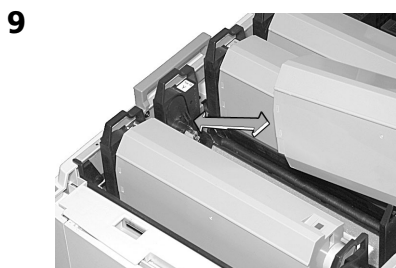
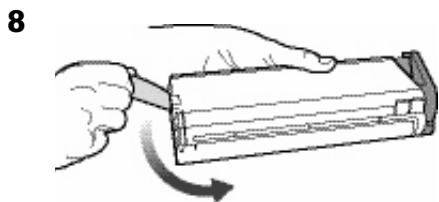
6



7



Changing Toner Cartridges (cont.)



Important!

The TONER LOW message should disappear from the display. If it doesn't, try printing a page. If it still doesn't disappear, reinstall the toner cartridge.

Error Messages

Some of the more common error messages appear below. For additional error messages, see your on-line User's Guide.

XXX TONER LOW

The Problem

Appears on the second line of the display to indicate that color XXX toner cartridge is getting low.

Note: If you have changed the LOW TONER item in the SYSTEM CONFIG MENU to STOP, the ATTENTION light will blink and you must either replace the toner cartridge immediately or press the ON LINE button to continue printing.

What to Do

Be sure you have a replacement toner cartridge (see page 37) on hand.

INSTALL NEW TONER nnn: XXXX TONER EMPTY

The Problem

The toner cartridge indicated (XXX) has run out of toner.

What to Do

Replace the toner cartridge. See page 37.

XXXX DRUM NEAR LIFE

The Problem

Appears on the second line of the display to indicate that color XXXX (e.g., BLACK) image drum needs to be replaced.

What to Do

Replace the XXXX image drum. (See the instructions supplied with the new image drum.)

INSTALL ADDITIONAL MEMORY 420: MEMORY OVERFLOW

The Problem

The amount of data in the file being printed has exceeded the printer's memory.

What to Do

- Reduce the size of the file being printed (e.g., print the file as separate groups of pages instead of all the pages at one time).
- Install additional memory in the printer (see your on-line User's Guide for more information).

Error Messages (cont.)

SET XXX ON MPTRAY AND PUSH ON-LINE SWITCH

The Problem

The printer has received a job for printing from the Multi-Purpose Tray and no media is loaded in the tray.

What to Do

Load the requested media (XXX) in the Multi-Purpose Tray, then press ON LINE.

t NEAR END

The Problem

Appears on the second line of the display to indicate that the media in tray t is almost out.

What to Do

Load more media in the tray before printing any large print jobs from that tray.

REMOVE THE PAPER 480: STACKER FULL

The Problem

The stack of paper in the top (face down) output tray is blocking the printed sheets trying to exit the printer.

What to Do

Remove the stack of printed sheets from the top output tray.

REMOVE THE PAPER nnn: TRAY X UNSUITABLE SIZE

The Problem

The paper is Tray X (e.g., 450: TRAY 1) is not a size that can be fed through the tray.

What to Do

Replace the paper in the tray with an appropriate size.

Error Messages (cont.)

CHECK FUSER UNIT 320: FUSER UNIT MISSING

The Problem

The fuser is not properly installed.

What to Do

Open the top cover and check the fuser:

1. Press down on the fuser to be sure it is firmly locked in place. The message should disappear.

Note: If the message still appears, push the blue latches at either end of the fuser back (toward the printer cover hinge) and lift the fuser out, then lower it back into the printer, pushing it firmly down in place. You should feel the latches at either end engage.

2. Close the cover.

XXX TONER SENSOR ERROR

The Problem

Appears on the second line of the display to indicate that there is a problem with the color xxx toner sensor.

What to Do

Turn the printer off, then on again. If this does not clear the message, call your local service dealer.

DISK FILE SYSTEM FULL

The Problem

The printer's internal hard drive does not have enough memory to print the current job.

What to Do

Either print out or delete some of the files already on the printer's hard drive (see pages 18 and 19).

Note: You can also use the OKI Storage Device Manager utility to clean up the printer's hard disk drive. See your on-line User's Guide for more information.

Error Messages (cont.)

**PRESS ONLINE SW
INVALID DATA**

The Problem

The hard disk drive is not available
and job spooling cannot take place.

What to Do

Press the ON LINE button.

Service & Support

First ...

Consult the store where you purchased your printer.

Additional OKI Resources

► Available 24 hours a day, 7 days a week

- Visit our multilingual web site: www.okidata.com.
- Visit my.okidata.com.
- Call 1-800-654-3282.

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